

**Refugee Coordinated Case Management
Coordinated Service Delivery and Pathway**

*Comprehensive approach to delivering coordinated case management services for refugees
Effective January 1, 2020*

Goal

The overall purpose of coordinated case management is to provide refugees with tools and resources they need to promote job preparation, work and marriage to facilitate integration into the U.S., and to become economically and financially stable.

Staff members from across all agencies (including but not limited to: case managers, employment counselors and licensed clinical therapists) will work as a coordinated team to support refugees in accomplishing activities and steps to reach case management outcomes.

Objectives

- RCCM focuses on increasing access, knowledge, and skills in areas such as housing, health care, employment and financial stability, English and education, as well as community and family support systems promoting well-being and integration.
- Create an environment where there is seamless service experienced by refugees.
- Each refugee client has a clear plan to success that is supported by a team of staff members across agencies.
- Client understands the roles for each service provider and who will be assisting them carry out each step of the coordinated employment plan.
- All staff has a common understanding, awareness and language of trauma and its impact on refugees.
- Clients have access to a wide array of services available in the community that will help them progress toward their goal.

Refugee Coordinated Case Management Overview

A. Enrollment and Intake

1. Case manager (CM) will explain the case management process in detail and open a case file.
2. CM will collect eligibility documentation and for TANF eligibility, enter the client into TEVS.
3. If not connected to DWS, CM will introduce the client to the Department, assist in applying for benefits, and maintain ongoing communication with the Department.
4. All clients eligible for Match Grant should be registered by CM for DWS employment services by completing a registration on jobs.utah.gov.
5. CM will create case record in UWORKS, fully complete required fields for the refugee case and case members' records in UWORKS within 30 days of the Intake date and prior to an assessment meeting with RSO LCT.

B. Initial and Ongoing Assessment will be conducted in coordination with the DWS Refugee Services Office Licensed Clinical Therapist (RSO LCT).

1. CM will coordinate with DWS Refugee Services Office Licensed Clinical Therapist (RSO LCT) to schedule initial assessment. An assessment will be conducted in coordination with the RSO LCT.
2. Identify needs and strengths and conduct initial individual assessments for all clients over the age of eighteen (18) within 30 days of arrival and every six (6) months ongoing assessment throughout the case management period.

3. RSO LCT will enter the assessment into DWS UWORKS for CM and employment counselor to view.
4. RSO LCT will identify areas that need additional support prior to next assessment.
5. RSO LCT will set up a team meeting to coordinate with CM, employment counselor (EC) and any other necessary individuals as needed.
6. CM will coordinate with RSO LCT to schedule assessment at six (6) months, twelve (12) months, eighteen (18) months and at twenty-four (24) months.
7. All progress information regarding the client will be communicated and shared between EC and CM.
8. An assessment on English language proficiency will be done by a third party English Language Learners (ELL) assessor who will determine the English language needs of the refugee and make the necessary recommendations. CM will connect refugee with the ELL assessor at the Refugee Education and Training Center and assist with an appointment as needed.
9. Case management cannot be closed until a final assessment is conducted and the RSO LCT makes recommendation based on assessment results indicating that case management is no longer needed. RSO LCT and CM will coordinate transition and terminate case management by connecting customers to community team, Refugee Education and Training Center and other refugee service providers.

C. Action Item Plan/Individual Plan

1. The goal of the self-sufficiency employment plan is to reduce barriers to move refugees toward self-sufficiency.
2. All participation activities will be determined based on the customer's best interest and their ability to achieve their short and long term employment goals.
3. CM will accompany and assist clients with intake and their first employment plan appointment with EC at the DWS office.
4. CM will provide assistance with follow up appointments or, if not possible, do follow up with EC via e-mail or phone call within 48 hours from the date of appointment.
5. CM and RSO LCT will work together to create an individualized action plan or modify the action plan as needed to reflect findings from assessments and recommendations from RSO LCT and track progress as outlined in the plan.
6. Coordinated plan with action items to meet the needs of the client as identified by the assessment will be entered into case management UWORKS by CM.
7. All parties (DWS and refugee case management agency) will agree on a progressive short and long term coordinated employment plan for the customer, understanding that employment and self-sufficiency are the primary goals of the plan.
8. Participation activities for the coordinated employment plan will be coordinated among the client, CM, RSO LCT and EC. In order to maintain professional engagement at all times, any disagreements regarding the employment plan, participation activities or case closure between CM, RSO LCT or EC will be discussed and resolved in the absence

of the customer. If the disagreement is not resolved, the case will be staffed with the RSO LCT supervisor, EC supervisor and agency point of contact.

9. All parties will be involved in regular communication regarding the customer's progress, including any changes to the coordinated employment plan.
10. Client will have a clear understanding of the roles for each service provider and who will be assisting him or her carry out each step of the coordinated employment plan.
11. Any issues requiring problem solving will be addressed together and directly between EC, CM and an RSO LCT. If further attention is required, supervisors of both parties will be notified and involved.

D. Connection to Services

1. EC and CM will jointly connect clients to social services that reduce barriers to self-sufficiency.
2. Referrals to participation services for the coordinated employment plan will be coordinated among the client, EC, CM and an RSO LCT. All referrals will be determined based on the customer's best interest and their ability to achieve their short and long term employment goals.
3. EC and CM will jointly refer clients to employment related programs such as, but not limited to; the Humanitarian Center, Utah Refugee Education and Training Center.
4. CM will connect clients to information on job search activities and available jobs through DWS.
5. Connect all case managed clients within a six (6) month window to the Upward Mobility Career Planner to ensure that all new arrivals have an access to realistic and uniform career mapping and access to employment support.
6. CM will coordinate with DWS to assist clients with job placement.
7. CM will provide all aspects of case management support for activities related to economic self-sufficiency during the case management period.
8. At the time of transition from Match Grant to DWS financial programs, CM will provide a summary of services provided to Match Grant customers to EC.

E. Monitoring, evaluation and termination of benefits

1. Any changes, updates, progress, non-participation or closures will be immediately communicated between EC, CM and RSO LCT.
2. Contacts with clients, changes in individual plan action items, review of the client's situation and follow up notes, case extension or case closure will be entered into UWORKS in the case or in the individual member notes.
3. Following employment placements and DWS case closure, any client requiring future employment or financial benefits will be encouraged to contact DWS to reopen their case or access supportive services.
4. Refugees requiring assistance beyond the 24th month of arrival to the U.S. may be granted an extension on a case by case basis (up to three months) if the RSO LCT and case manager agree that it is necessary. The RSO LCT will make recommendation on termination or extension of case management services based on assessment results.
5. In case of disagreement between RSO LCT and CM on case closure, the case will be staffed with LCT supervisor and agency point of contact.

Courses for Case Managers, Employment Counselors and LCTs			
Operational Guidelines	Professional and Skill Development	Resources	Trauma Awareness
<ul style="list-style-type: none"> - Refugee Coordinated case management -Case management assessment - Employment Plan Overview - Planning and Monitoring -UWORKS RCCM system - Writing Effective Notes - TANF and ORR-SS Eligibility Determination 	<ul style="list-style-type: none"> · Teamwork · Diversity Awareness- working with various cultures, sharing best practice · Non-verbal communication 	<ul style="list-style-type: none"> - Community -Resources -Public charge -Fraud public benefits -Civic engagement 	<ul style="list-style-type: none"> · Understanding trauma and its impact on refugees · Secondary trauma